



January 20, 2012

TO: Mayor and Members of Council
FROM: Denise T. Roth, Interim City Manager *FOL*
SUBJECT: Items for Your Information

IFYI HIGHLIGHTS

- Contact Center Feedback
- Biased-Based Policing Committee
- GTA's Moving into New Facility
- Willow Oaks Redevelopment Area
- YMCA Relocation Community Meeting
- Donation of Police Equipment

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of January 9, 2012 – January 15, 2012.

Biased-Based Policing Committee Recommendations

Attached is a memorandum from Greensboro Police Chief Ken Miller, dated January 13, 2012, providing an overview and recommendations from the Biased-Based Policing Committee.

Greensboro Transit Authority Moving into New Facility

Attached is a memorandum from Department of Transportation Director Adam Fischer, dated January 12, 2012, providing background information on the new Greensboro Transit Authority (GTA) facility, located at 223 West Meadowview Road, which will begin operations on January 23, 2012.

Willow Oaks Redevelopment Area

Attached is a memorandum from Planning and Community Development Senior Planner Dyan Arkin, dated January 18, 2012, regarding the Willow Oaks neighborhood being on the cover of the winter edition of the Triad New Home Guide.

YMCA Relocation Community Meeting

Attached is a memorandum from Parks and Recreation Director Greg Jackson, dated January 20, 2012, regarding the community meeting scheduled for January 28, at 10am, at the Gateway University Research South Campus Auditorium.

Donation of Police Equipment

Attached is a memorandum from Greensboro Police Chief Ken Miller, dated January 18, 2012, regarding the Greensboro Police Department surplus of ballistic vests, which were scheduled to be destroyed, are being donated to Mali.

DTR/mm
Attachments

cc: Office of the City Manager
Global Media

**Public Affairs
Contact Center Weekly Report
Week of 1/9/12 -1/15/12**

Contact Center

4495 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1152
New Sign up – 175
General Info – 144
Payment Extensions - 92
Cutoff Requests - 92

Field Operations

Bulk Guidelines – 65
Repair Can/Garbage - 48
Collection Day - 48
Scheduled E-Waste - 41
No service/Garbage - 40

All others

Police/Watch Operations – 251
Courts – 94
Police Records - 63
General City directions - 50
Privilege License - 41

Comments

We received a total of 7 comments this week:

Field Operations – 5 comments:

- Would like to thank the Loose Leaf collectors, the lady who took the work order and the City of Greensboro for collecting the leaves at this house. They did a good deed by coming back and cleaning up the mess the resident made in the street. Came back when they did not have to.
- Customer called in this morning to ask about loose leaf pickup his area had been completed but we went back out there and picked up his leaves he is happy that the City does such a great job
- Customer is irritated that leaf trucks have driven through his neighborhood 4 times when all of the leaves are gone and there is nothing else to pick up. He thinks this is a waste of taxpayer money and does not want to pay for this. He said it would be easier to send a car back around then a \$75,000 truck. He realizes that leaf collection does not end until Jan. 27th. Maybe we need to change the date and end it earlier.
- Wanted to thank the CSR she spoke with who helped get her leaves collected when she was a little late getting them out to the curb. She says it helped her out a great deal to have someone so courteous to assist her.
- Customer feels the City should seek out ways to recycle more materials examples would be additional plastics and metals to reduce amounts going into landfills

Public Affairs – 1 comment

- Customer says the At Your Service issue this month was very hard to read. She says the dark blue background with the black text was a bad idea and even with her strongest reading glasses, she cannot make out what it says. *(note – we have changed the format for the next issue to address this concern)*

Water Resources – 1 comment

- Customer uses city website to review/pay bills. On a scale of 1 to 10 he rates ours 9.9 as easy to use and very intuitive. When his water bill spiked, he appreciated the notification we left, but suggests we find a better way to attach door hanger so it would not blow away.

Overall

Calls returned to a normal mix this week, with volumes heaviest early in the week.



January 13, 2012

TO: Denise T. Roth, Interim City Manager
Michael J. Speedling, Assistant City Manager

FROM: Ken Miller, Chief of Police

SUBJECT: Biased-Based Policing Committee (BBPC) Recommendations

Throughout my tenure in Greensboro, I have met with many groups and individuals to better understand their priorities for public safety and improved relationships with the Greensboro Police Department (GPD). A theme that continues to surface, as it does in many jurisdictions throughout the United States, is a concern among some community members who feel that police officers may (or do) engage in police action based solely upon the race or ethnicity of an individual. At the same time, much of the public understands that the police function is very complex and to conduct it effectively requires that officers engage people under a variety of conditions and for a variety of reasons.

I fully believe that agencies must police communities assertively and supportively to maintain public order and reduce crime. However, I also understand that positive community relationships are essential to success. Whether reality or perception, biased-based policing is a real concern that can erode trust and productive relationships, and so police departments must address the issue directly. We must be transparent in our efforts to examine, address and monitor policies and performance. To this end, I established the Arbitrary Profiling Committee (now BBPC) in September 2011, to examine our policies, training, accountability and monitoring structures.

Police policy review teams generally consist of individuals internal to the police department and City Legal staff. With this committee, I sought to add external challenge to the review and development process. Subsequently, I enlisted the assistance of four notable members of our African American community who represent educational, faith, and minority community perspectives, including:

- Dr. Bob Davis, Professor, North Carolina Agricultural and Technical State University
- Dr. Barbara Lawrence, Professor, Guilford College Justice and Policy Studies
- Reverend Clarence Shuford, Pastor, Saint Phillip AME Zion Church and President of the Pulpit Forum
- Dr. Goldie Wells, former member of City Council and Greensboro community advocate

In addition, the following members of the Greensboro Police Department participated in the review and development process:

- Captain James E. Hinson, Jr., Eastern Patrol Division and committee chair
- Lieutenant Mike Grassi, Training Division
- Lieutenant George Hunt, Professional Standards Division/Internal Affairs
- Sergeant Sean Gladieux, Patrol
- Officer R.G. Ector, Patrol
- Officer T. McCain, Special Operations
- Officer L.D. Prescod, Special Operations
- Officer D.A. Sullivan, Patrol
- Officer A.S. Wallace, Patrol
- Mr. Maurice Cawn, Police Attorney (Retired)

Captain Hinson led the committee in its excellent work over a three-month period, as it reviewed GPD's arbitrary profiling policy, data and reports (2006-2010). After much analysis and discussion, the committee advanced a number of recommendations, which were adopted by command staff at their January 13th meeting. While policy revisions are being implemented immediately, adjustments to training and community education will be developed and implemented in the course of the coming months. Because of the important nature of this work for our community and the Police Department, I felt it important to outline the process we engaged and the outcomes that were adopted.

Revision of Departmental Directive 1.8: "Arbitrary Profiling"

Initial discussions on defining arbitrary profiling among the group concluded the terms "arbitrary" and "biased" should not be used interchangeably. Additionally, there was agreement that training provisions and investigation/documentation should be reflected in policy. The highlights are as follows:

- Changed the title from "Arbitrary Profiling" to "Bias-based Policing."
- Redefined the terms "stereotype" and "biased-based policing."
- Incorporated training recommendations into Directive 1.8, including recruit classroom and field training, as well as annual in-service training.
- Created a strict documentation standard of receiving and processing biased-based policing complaints by any member of the department through the Professional Standards (Internal Affairs) Division.
- Both Professional Standards and Staff Inspections will conduct data analyses and report findings to the Chief of Police.

GPD Biased-Based Policing Committee (BBPC)

Retain the BBPC to conduct research, data analysis, process reviews and offer recommendations for changes to policy, training, investigation and management of the concern. The participants will continue with their involvement and will continue to be led by Captain Hinson, but the GPD will seek also to enlist participants from the Latino and Asian communities as well.

Academy Training

In addition to current blocks of recruit instruction, incorporate biased-based policing training into the following blocks of recruit training:

- Techniques of Traffic Law Enforcement BLET: 23.
- Arrest, Search & Investigation/Constitutional Law (BLET: 04)
- Dealing with Victims and the Public (BLET: 13)
- Ethics for the Professional Law Enforcement Officer (BLET: 03)
- Communications Skills for the Law Enforcement Officer (BLET: 06)

We believe that emphasizing the biased-based policing concern multiple times throughout a recruit's classroom and practical training will better sensitize our employees and improve our interactions with the public.

Field Training Program

The committee also recommended that biased-based policing be incorporated into the field-training program for newly graduated recruits. This will be accomplished by addressing biased-based policing in the daily journal checklist, learning activity packages, and the coaching and training reports. The training officer would be allowed the discretion of addressing biased-based policing in a manner that would address the aforementioned categories as appropriate.

In-Service Training

Biased-based policing must be discussed annually within state mandated in-service training during the *Legal Update* block of instruction.

Police Officer Roll-Call Training

The committee recommended that GPD prepare a "voice-over-PowerPoint" presentation to be used for Roll-Call training, as needed. This training must discuss the departmental directive governing this topic, and will be housed in the network Training Division folder under "Roll Call Videos."

Processing and Documenting Complaints

All complaints of biased-based policing will require employees to document the complaint, and complainant information, as well as any known witnesses. This documentation will be routed to and retained by the Professional Standards Division, to aid in investigating such allegations, ensuring consistency in departmental investigative processes and outcomes, and preparing periodic reports to staff.

Public Awareness

The committee recommended and command staff expanded a series of community educational engagements using multiple delivery mediums, including face-to-face community meetings, radio and television programming, and educational brochures.

KM

January 12, 2012

TO: Denise T. Roth, Interim City Manager

FROM: Adam Fischer, GDOT Director

SUBJECT: IFYI – GTA Moves to New Transit Operations and Maintenance Facility & Administrative Offices.

On Monday, January 23, The Greensboro Transit Authority (GTA) will begin operations out of the new 65,000 square foot state of the art Transit Facility located at 223 West Meadowview Road. The new facility will house all transit maintenance activities, transit operations, and transit administrative functions. Construction of the new \$15.9 million facility was completed early in January and GTA will move in to the new facility over the weekend.

Background

Almost five years ago, the City and the Greensboro Transit Authority identified the need for a new transit facility to house GTA's maintenance, operations and administration functions. At that time, efforts were initiated to secure funding to support land acquisition, design and construction activities for a new facility.

The Need for a New GTA Facility



A new transit facility was desperately needed to replace the aging 1.75 acre site located at 320 E. Friendly Avenue which was constructed in 1969. Vehicle requirements for GTA transit services have more than doubled over the past 20 years due to increases in services and demand. Initially, when GTA took over transit operations from Duke Energy in 1991, the current facility housed (30) vehicles. Today, GTA's operates just over (100) vehicles and double or triple parking is required every night on the existing 1.75 acre lot. The existing facility contains seven bays for maintenance and upkeep. However, due to the spacing needs of the GDOT-Public Transportation Division and contractor staff, three of these bays were converted into office space.

In addition, the interior areas of the current facility house a number of maintenance machinery and parts, from tires to batteries, leaving little space for major maintenance activities, such as engine work and body repairs, requiring much of this work to be contracted off-site.





Vehicles are not the only ones feeling the squeeze. The existing boardroom does not have sufficient capacity to accommodate the general public at meetings and hearings, thus discouraging participation.

Operating many large vehicles in such close proximity at the existing facility creates a safety hazard for staff as well as, increased property damage to vehicles. Expansion of the existing facility was not an option as the current location is

bounded by railroad tracks, city streets, and other businesses.

The Benefits of a New Transit Facility



The new facility is built on a 17.5 acre site which provides adequate storage for buses and vans that will allow the system to expand safely to meet the growing need for transit services in the Greensboro community for the next forty years. The new facility will house (10) maintenance bays, on-site engine and body repair work, storage for all current vehicles and room for the future fleet as it grows. The enhanced maintenance facilities will ensure that the fleet is maintained in top condition, in a cost effective and efficient manner, thus

improving the reliability of GTA's transit services. Adequate parking and a new state-of-the art boardroom in the new facility will provide sufficient space for the public to attend the GTA Board meetings, thus encouraging public participation.

Funding of the New Transit Facility

The City secured multiple funding sources to support construction of the new GTA transit facility. A detailed breakdown of the grants awarded to support the project is as follows:

Federal FTA and ARRA Funding Sources

FY 2008 (<i>Section 5307</i>)	\$ 2,010,794	
FY 2009 (<i>ARRA</i>)	\$ 5,455,967	
FY 2009 (<i>earmark</i>)	\$ 1,140,000	
FY 2009 (<i>earmark</i>)	\$ 711,000	
FY 2009 (<i>STDA</i>)	\$ 7,773,432	
Total Federal Funds	\$17,091,193	(85%)
Total State Funds	\$ 1,454,403	(7%)
Total City Funds	\$ 1,454,404	(8%)

Total Federal/State/Local \$20,000,000

GTA's Sustainability Efforts

As the transit service provider for the Greensboro community, GTA has decreased its environmental footprint with effective transit services and the adoption of a "Bus Replacement Strategy" to replace diesel-powered buses and vans with Hybrid Electric Vehicles (HEVs), and improved its service quality with significant improvements and increased ridership. GTA operates (3) hybrid electric buses.

Most importantly, the new transit facility will be the City's first Leadership in Energy and Environmental Design (LEED) certified gold facility, and will allow GTA and the City to continue along the path to greater sustainability. The new facility was designed to a forty-year lifespan with materials and technology that will carry it there and beyond. It also holds the City's first vegetative roof, with over 16,000 square feet of coverage. The new building also features LED lighting, minimal interior finishes which reduces material usage, full building automation system and lighting controls, rain screen exterior envelopes, and ultra-low-e glazing. The new building was also designed around passive solar methods and focuses strongly on how the occupants will utilize the building.

If you have questions or need additional information, please contact Libby James at 373-2820 or me at 373-2861.

AF



January 18, 2012

TO: Denise T. Roth, Interim City Manager
FROM: Dyan Arkin, AICP
SUBJECT: Willow Oaks Redevelopment Area

The Willow Oaks neighborhood is featured in the winter edition of the Triad New Home Guide, which is distributed across the region. I have attached a copy of the cover photo and the article. More information on Willow Oaks can also be found at the Triad New Home Guide website www.triadnewhomeguide.com or at www.willowoaksnewhomes.com.

Over the last several years, the focus in the Willow Oaks Redevelopment Area has been construction and sales of single-family homes. Today over 100 homes are owned by families of all income ranges. The community also includes 210 rental apartments for low- and moderate-income households. The neighborhood will be home to approximately 500 families when it is completely built out.

DA
Attachment

cc: Andy Scott, Assistant City Manager
Sue Schwartz, P&CD Director
Barbara Harris, P&CD Development Division Manager

The Triad's Complete Map Guide to New Home Communities

TRIAD NEW HOME GUIDE

Willow Oaks

New Urbanism Brings Rebirth
to Downtown Greensboro
Neighborhood

See Pages 8-9

Winter 2012

www.TriadNewHomeGuide.com





New Urbanism Brings Rebirth

"Born again" is a literal reality in Willow Oaks, a working class neighborhood in the heart of Greensboro. Reborn as a master-planned, mixed use, mixed income community, it represents the best planning practices of the 21st century.

Designed using New Urbanism planning principles, Willow Oaks provides a traditional pedestrian-friendly neighborhood environment with tree-lined streets, small parks, alleyways, and sidewalks for homes built to reflect the best in established Greensboro neighborhoods. A Village Center provides a Fitness Center with meeting and party rooms plus a childcare facility. Land is reserved for a neighborhood commercial center slated for predevelopment in 2012.

Besides its central location, Willow Oaks has easy access to golf courses, recreation centers, swimming pools and libraries, as well as the restaurants, shopping and theaters in dynamic Downtown Greensboro. Three magnet schools serve the neighborhood children: Hampton Elementary, a leadership school; Hairston Middle, a prospective International Baccalaureate school; and Dudley High, an Education, Engineering and Health Sciences magnet school.

The transformation from the deteriorated community of Morningside Homes is a remarkable story of quality land planning and ar-



chitectural design, conjoined with private property development and management. It is a model for how a 50-year old "housing project" can become a catalyst for comprehensive neighborhood revitalization.

Sixty years ago the neighborhood was called Lincoln Grove, a solid working class community of single-family homes. The construction in the 1950s of Morningside Homes, a public housing

project of 380 units, changed the original neighborhood into predominantly rental housing with high density and Greensboro's highest crime rate. The Nazi/Klan confrontation in 1979 solidified Morningside's image as housing of last choice while a large percentage of the units were turned down by applicants.

The transformation of Willow Oaks began with a public design charrette creating a new vision

Key

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for the community. The planning process brought together more than 50 public and private entities including the City of Greensboro, the Greensboro Housing Authority, the Urban Atlantic land developer and local non-profit and for-profit builders. Public housing and community residents, neighborhood activists, Bennett College and N.C. A&T State University were also involved along with a host of service providers.

The South English Street Corridor, intended as the third phase of development in Willow Oaks, is in the planning stage. The Cottage Grove Initiative, also a partnership between private and public entities and neighborhood residents, is being structured following the principles used to revitalize the East Lake Meadows neighborhood in Atlanta, Georgia.

Today Phase I has been completed with most of the 210 units of multi-family housing leased with a waiting list. Single-family housing in Phase II is proceeding on schedule following the completion of infrastructure construction. The builders, Habitat for Humanity (info@habitatgreensboro.org) and O.U. Chavis Contracting Company (ochavis@triad.rr.com), may offer more than \$25,000 in incentives to qualified buyers.

Critics agree that Willow Oaks is well on the way to becoming one of Greensboro's most desirable neighborhoods. Learn more at www.WillowOaksNewHomes.com.



The Village Center has meeting and party rooms, a Fitness Center and a childcare facility on the premises. Tree-lined streets, alleyways and small parks create a pedestrian-friendly community while sidewalks and front porches encourage neighborly exchanges.



Shown above: Morningside Homes before Rebirth





January 20, 2012

TO: Denise T. Roth, Interim City Manager

FROM: Greg Jackson, Director

SUBJECT: Hayes-Taylor YMCA Relocation Proposal – Due Diligence Phase

Over the past few months, staff has been in discussions with the YMCA about relocating the Hayes-Taylor YMCA to Barber Park, adjacent to the intersection of Florida and Lee streets. We have coordinated a series of meetings between YMCA representatives and staff from Greensboro Department of Transportation (GDOT), Planning & Community Development, and Water Resources to review conceptual ideas, logistics, and potential programming opportunities. In addition, the YMCA is in the process of assessing the Barber Park site for development feasibility.

A public informational meeting will be held at 10 am on Saturday, January 28 at the Gateway University Research South Campus Auditorium. At that time, representatives from the YMCA, Parks & Recreation Department, Greensboro Police Department, and GDOT will be on hand to provide updates and answer questions about projects or initiatives planned for the area. After receiving the community input, the Hayes-Taylor YMCA will present the conceptual plans to the Parks & Recreation Commission and City Council for approval.

We will keep you informed as this process moves forward.

GJ/nm

cc: Nasha McCray, Division Manager, Planning and Project Development
Wade Walcutt, Division Manager, Community Recreation Services
Dan Maxson, Division Manager, Administrative Services
Chris Wilson, Division Manager, Park Management and Operations



January 18, 2012

To: Denise T. Roth, Interim City Manager

From: Ken Miller, Chief of Police

Subject: Donation of Surplus Police Equipment

Over the course of the past several months, I have worked with Mr. Diarrassouba Mamadou, President of the Malian Association of Greensboro, as he has sought support for equipment and training for police agencies in his native country of Mali. At my request, our Logistics Section conducted an inventory and reported that we have 133 male and 20 female ballistic vests scheduled for destruction. These vests are past their expiration date, cannot be utilized domestically and have no residual value. They are serviceable and would provide police personnel in Mali with a level of protection that they simply could not otherwise afford.

Police attorney Jim Clark has researched the provisions for exporting such equipment. The protective vests are classified as "Threat Level II," which is one level below military grade and is not subject to State Department restrictions for export under the International Traffic In Arms Regulations. However, they are subject to Commerce Department regulations for shipping. All shipping costs will be covered by the Malian government; the City of Greensboro bears no cost for this transaction.

Mali is an emerging democracy in West Africa that is still in its infancy as a nation. Mr. Mamadou has a genuine concern for his homeland and for those who work to make it safe. Like many countries in that area, the police community not only faces threats from criminal lawlessness, but from domestic terrorism as well. Our support of Mr. Mamadou and his efforts to equip his fellow countrymen would be the best use of this surplus equipment.

KM